

# A-5 New Children Orientation

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Epping Heights OSHC.

## NQS

QA. 6.1.1	Engagement with the service.
QA. 6.1.2	Parent views are respected.
QA. 6.1.3	Families are supported.
QA. 7.1.2	Management systems.

## National Regulations

Reg. 160	Child enrolment records to be kept by approved provider and family day care educator
Reg. 161	Authorisations to be kept in enrolment record
Reg. 162	Health information to be kept in enrolment record
Reg. 168	Education and care service must have policies and procedures
Reg. 177	Prescribed enrolment and other documents to be kept by approved provider

## My Time, Our Place

LO. 1	Children feel safe, secure, and supported
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## POLICY STATEMENT

We aim to provide a positive orientation procedure for new children attending the service to welcome all new children and families to the Centre. Families will be made aware of the Centre's policies, aims, goals and procedures and be encouraged to actively participate in their child's involvement at the Centre. We aim to assist children in their transition into a new environment and in doing so actively minimise the distress involved in entering a new Centre.

## RELATED POLICIES

- Epping Heights OSHC Policy A-1: Hours of Operation
- Epping Heights OSHC Policy A-2: Priority of Access
- Epping Heights OSHC Policy A-3: Philosophy
- Epping Heights OSHC Policy A-4: Enrolment
- Epping Heights OSHC Policy A-6: Fees
- Epping Heights OSHC Policy A-8: Dropping off and Picking Up
- Epping Heights OSHC Policy A-13: Participation and Access

- Epping Heights OSHC Policy A-14: Complaints
- Epping Heights OSHC Policy A-15: Role of the Management Committee
- Epping Heights OSHC Policy D-1: Dealing with Medical Conditions
- Epping Heights OSHC Policy D-9: Emergency Procedures
- Epping Heights OSHC Policy D-15: Allergies
- Epping Heights OSHC Policy D-16: Asthma
- Epping Heights OSHC Policy D-17: Anaphylaxis
- Epping Heights OSHC Policy D-18: Diabetes
- Epping Heights OSHC Policy D-23: Child Management

## **PROCEDURE**

Families (including the child to be enrolled) are able to make an appointment to visit the Centre prior to attending the service to provide opportunity to:

- Go through the child's enrolment information addressing any allergies or medical conditions (see A-4: Enrolment policy)
- Discuss any individual needs of the child, particularly in relation to behaviour, personality and development.
- Learn about the child and family, including any relevant background information pertaining to the care of the child.
- Outline the daily routines of the Centre to assist in informing the child as to what they can expect from a normal session of care.
- Understand the layout of the centre to assist in making the child familiar and comfortable with their surroundings.
- Meet the Educators and other children attending the service.

For children commencing school in the following year, Kindergarten Orientation information is made available at the Kindergarten Orientation Day held by the school. The Centre Director and or Educators will provide a brief overview of the Centre's fees and routines and encourage families to come and visit the Centre at a later date.

All families will be encouraged to attend the Management Committee meetings for further involvement in their child's attendance at the Centre. The meeting times and dates will be displayed on the Centre website.

Prior to attending the service, families will be required to complete an online enrolment form and will be provided with a copy of the Family Handbook outlining current Centre policies and procedures, fees and contact details.

In the case of a child having additional needs (eg: diagnosis of physical or developmental delay). A reasonable process of assessment and trial period will be put in place to ascertain and ensure

the safety and wellbeing of ALL stakeholders as well as the quality of care being provided to the child. The scope of this assessment process will be determined by the Director in collaboration with the family, management and other OSHC Educators involved in the care of the child and should include written observations, any relevant medical information, risk minimisation & communication plans and preferably consultation with supporting bodies such as social/case workers and inclusion support networks.

Considerations of impact are any of the following:

- a) The child's ability to participate in the program.
- b) The Centre's capacity to care for the child without undertaking more staff or making significant adjustments to the physical space as well as staff being required to perform duties not already outlined in their contracts eg: changing nappies.
- c) The child or any other child's safety, happiness or wellbeing whilst in the care of EHOSHC.

The service will operate within means that are reasonably practicable to accommodate ALL families enrolling in the service. Families however, can be referred to other services that may be better equipped to accommodate to the needs of individual children.

All families will be given the opportunity to attend the Management AGM for further involvement in the OSHC service.

Families will be provided with information on how to pay their fees through both verbal instruction, via emailed statements and via the Family Handbook. For more information, please see Policy A-6 Fees.

On enrolment, families will be notified of their free access to the Centre's current policies in regards to the following:

- Emergency Evacuation and Lockdown Procedures and Drills
- Complaints Policy
- Child Management Policy
- Allergies Policy
- Anaphylaxis Policy
- Diabetes Policy
- Asthma Policy
- Fees
- Hours of Operation
- Dropping off and Picking Up Policy (Late Pickup Fee)
- Priority of Access Policy in regards to Wait List

The above may be brought to the attention of families through signage at the Centre, full policies or brief explanations included in the Family Handbook.

Centre Policies and Procedures are available to all families, at the centre and select policies on the Centre website. For full list of policies, families will need to request these by contacting the Centre.

Once the child is attending the service, staff will:

- Introduce themselves to the child and family
- Ensure the child is actively included in group activities.
- Converse with the family and guardians as the child settles in at the centre.

### **SOURCES**

- Education and Care Services National Regulations 2011
- National Quality Standard
- My Time, Our Place Framework for School Age Care in Australia
- Network of Community Activities Factsheet – 'Orientation of families and children.
- Privacy Act 1988

Endorsed: 19/01/2023	Review Date: 19/01/2025
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